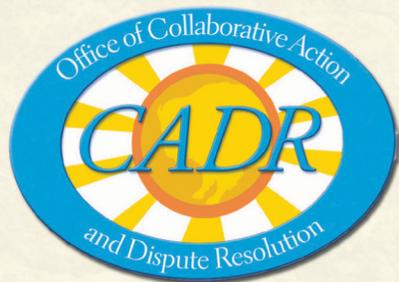




For further information, contact a Bureau Dispute Resolution Specialist or CORE PLUS Program Coordinator listed on the enclosed insert. You can also visit the CORE PLUS website at www.doi.gov/cadr/coreplus or contact DOI's Office of Collaborative Action and Dispute Resolution (CADR) at (202) 327-5383 or cadr@ios.doi.gov.



CORE PLUS

Helping You Resolve Workplace Concerns

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www.doi.gov/cadr/coreplus

Options for Managing and Resolving Workplace Conflicts and Disputes

What is CORE PLUS?

The **C**Onflict **R**Esolution **P**LUS program is voluntary and provides impartial and confidential assistance to any DOI employee seeking to improve or resolve a workplace issue or concern. CORE PLUS is for all levels of employees and managers including bargaining unit employees, when the union elects to participate. Assistance options range from a consultation, individual conflict coaching, communication and conflict management training, group facilitation, team-building, conciliation or mediation services.*

CORE PLUS is:

- ▶ Available to all DOI employees.
- ▶ Fair and impartial.
- ▶ Flexible and informal.
- ▶ Voluntary and Non-adversarial.
- ▶ A safe place for a difficult conversation.
- ▶ A source of information, education and assistance to help reduce workplace tensions, improve communication, manage conflict, and build productive teams.

When is CORE PLUS available?

There are no time limits or formal requirements for seeking assistance through the CORE PLUS program. However, contacting the CORE PLUS program does not change the filing requirements and deadlines for complaint processes.

Why contact CORE PLUS?

CORE PLUS offers conflict management tools, dispute resolution assistance and education and training opportunities to improve communication and team building. CORE PLUS can help you manage change, strengthen teams

and partnerships, and improve organizational performance. You can discuss your concerns confidentially with a neutral party when you contact CORE PLUS.

CORE PLUS does NOT:

- Limit an employee's rights.
- Reduce management's authority.
- Replace other avenues of redress.

If I contact CORE PLUS, can I still file a complaint?

The CORE PLUS program does not replace any other complaint process available to DOI employees, including other more formal avenues of redress such as a grievance, an EEO complaint or a whistleblower complaint. Anyone seeking CORE PLUS assistance will be encouraged to obtain information about all of their options and will be referred to the appropriate point of contact for reliable information on other processes.

If I file a complaint, can I still use CORE PLUS?

An employee who seeks EEO counseling or files a complaint has the option to request an alternative dispute resolution (ADR) process through the CORE PLUS Program to attempt informal resolution of the issues underlying a grievance or other type of complaint. CORE PLUS helps employees consider their options so they can decide what will meet their needs in a specific situation.

How do I get CORE PLUS assistance?

The CORE PLUS program is easy to access by contacting a Bureau Dispute Resolution Specialist, a CORE PLUS program coordinator, a CORE PLUS roster member, or the Office of Collaborative Action and Dispute Resolution. Information about the CORE PLUS program should also be available through your supervisor, a Human Resources Office, an EEO office or any EEO counselor and is available at www.doi.gov/cadr/coreplus.